



The Job Aid explains how clients can use MI Bridges to submit an application for assistance. Partners and MDHHS staff can use the information in this Job Aid to assist clients with applying for benefits.

Table of Contents

Important Information	1
Tips for Navigating the Assistance Application	2
Launch a New Assistance Application	3
The Core Application	5
The Supplemental Application: Program Details	12
Frequently Asked Questions.....	16

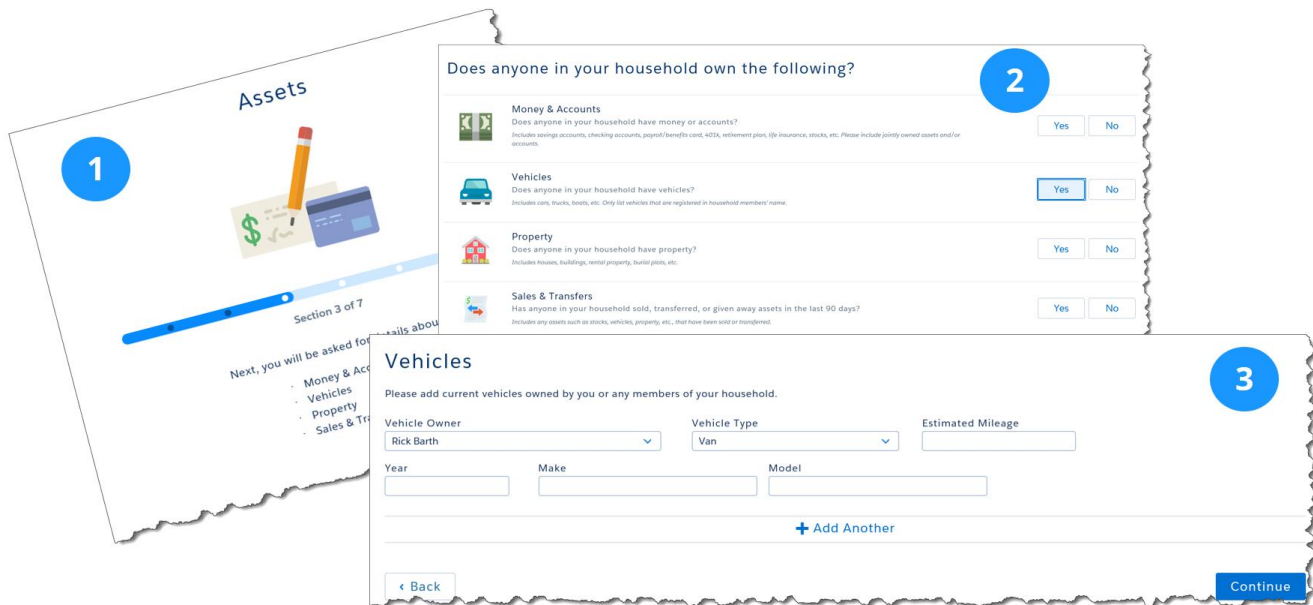
Important Information

Clients can use MI Bridges to submit assistance applications. MI Bridges combines five MDHHS programs into one application:

- Healthcare Coverage
- Food Assistance Program (FAP)
- Cash Assistance (Family Independence Program (FIP) (This includes: Refugee Cash Assistance (RCA) and Temporary Assistance for Needy Families (TANF)
- Child Development and Care (CDC)
- State Emergency Relief (SER)

The MI Bridges assistance application varies in length, depending on what programs the client is applying for, as clients are only asked questions related to the programs that they are requesting. The application begins with a core application, followed by supplemental questions specific to only the programs the client is requesting. The core application asks questions that are common to all programs.

Tips for Navigating the Assistance Application



The image displays three overlapping screenshots of the MI Bridges application interface, illustrating the navigation flow:


- Screen 1 (Assets):** Shows a navigation pane on the left with 'Assets' highlighted. The main content area shows a progress bar and a list of sections: Money & Accounts, Vehicles, Property, and Sales & Transfers.
- Screen 2 (Questions):** Asks 'Does anyone in your household own the following?' with sections for Money & Accounts, Vehicles, Property, and Sales & Transfers. Each section has a 'Yes' or 'No' button.
- Screen 3 (Vehicles):** Shows a form to add current vehicles. It includes fields for Vehicle Owner (Rick Barth), Vehicle Type (Van), Estimated Mileage, Year, Make, and Model. There is an '+ Add Another' button and a 'Continue' button at the bottom right.

- Every application in MI Bridges follows the same structure of transition, question, and detail pages.
 1. Transition page: Each section of the application such as assets, income, expenses, etc. begins with a Transition page introducing that section.
 2. Question(s) page: The transition page for a section is followed by one or more Questions page. Answering 'Yes' on a questions page is how the clients identify their life circumstances that may impact program eligibility. Only questions that the client answers yes too will prompt follow-up Details page(s).
 3. Detail page(s): The Detail page(s) are pages which the client can use to provide additional details on a life circumstance.
- The application is available in English, Spanish, and Arabic.
- Throughout the application, a navigation pane displays on the left of the page. As the client progresses through the application this green bar will change to highlight the section the client is currently focusing on. Clients can also use this navigation pane to revisit sections of the application they have already completed. They cannot navigate to sections that have not been haven't completed. **Important Note:** Clients can return to the program selection page at any time to add or remove programs that they want to apply for.
- Clients can have one *In Progress* application at a time. A client can stop and return to complete the application at a later date. If a client has an *In Progress* application and clicks Apply for Benefits, the **Resume Previous Application?** pop-up displays. The client can choose to continue the *In Progress* application or begin a new application.

×

Resume Previous Application?

Looks like you started an application before (last updated 02/04/2018). You were applying for:

 Healthcare Coverage

 Food Assistance Program (FAP)

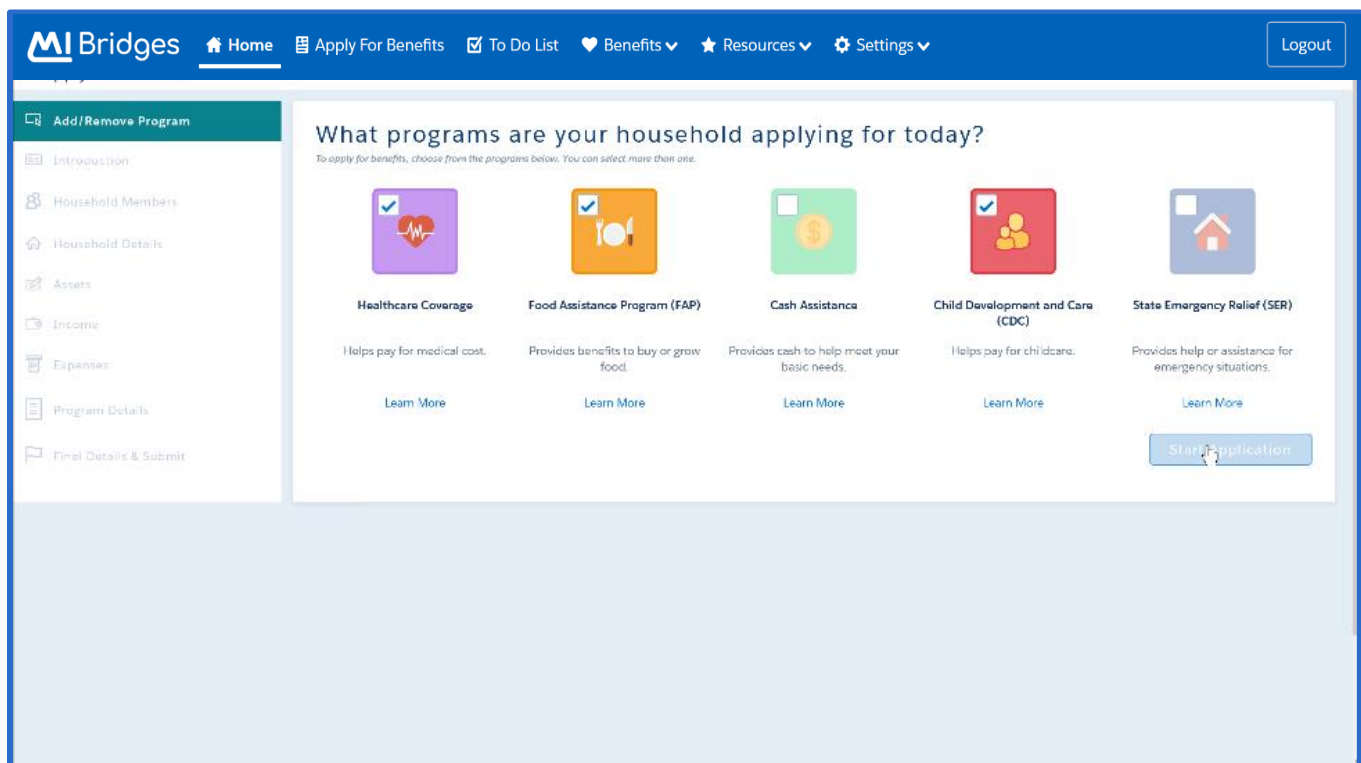
Would you like to continue where you left off or start over? If you choose to start over, you will lose all your previous work.

Start New Application

Continue Application

Launch a New Assistance Application

1. Click **Apply for Benefits** under *I want to...* The **What programs are your household applying for today?** page displays.
 - Clients can also click **[Menu]**, then *Apply for Benefits* to begin the process.




The screenshot shows the MI Bridges web application interface. The top navigation bar includes 'Home', 'Apply For Benefits', 'To Do List', 'Benefits', 'Resources', 'Settings', and a 'Logout' button. A left sidebar contains a list of application steps: 'Add/Remove Program', 'Introduction', 'Household Members', 'Household Details', 'Assets', 'Income', 'Expenses', 'Program Details', and 'Final Details & Submit'. The main content area is titled 'What programs are your household applying for today?' and displays five program cards. Each card includes an icon, the program name, a brief description, a 'Learn More' link, and a 'Start Application' button at the bottom right.

Program	Description	Learn More
Healthcare Coverage	Helps pay for medical cost.	Learn More
Food Assistance Program (FAP)	Provides benefits to buy or grow food.	Learn More
Cash Assistance	Provides cash to help meet your basic needs.	Learn More
Child Development and Care (CDC)	Helps pay for childcare.	Learn More
State Emergency Relief (SER)	Provides help or assistance for emergency situations.	Learn More

2. Click the *Programs* for which the client is interested applying for, then click **[Start Application]**. The **Let's get started** page displays.

Assist a Client with Applying for Benefits

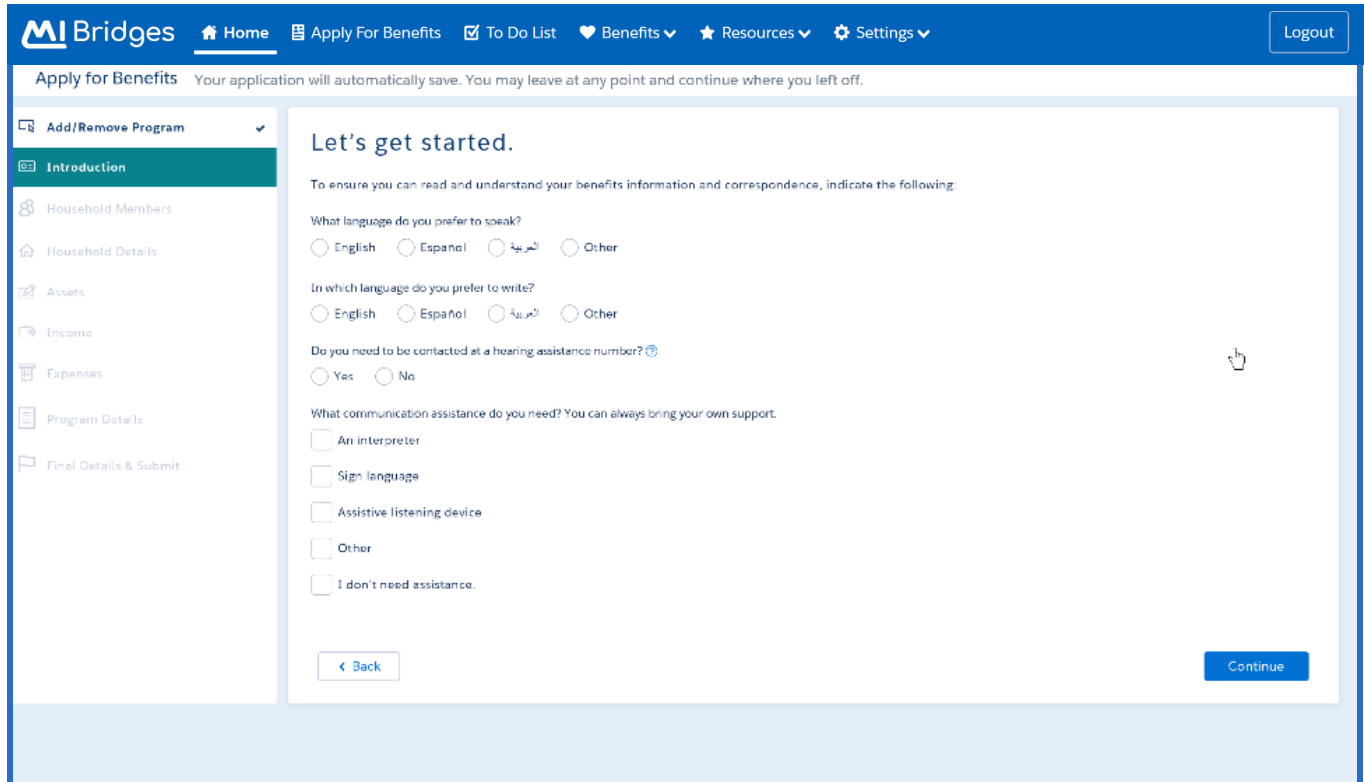
- A client can apply for as many programs as needed.
- Clicking [Learn More] under a program to view program details.
- **Important! The questions a client is asked when completing the application is based on the programs for which the client is applying.**

	<p>Tip: Each time the client selects [Continue], the application is saved. As the client advances through the application, Saved ✓ displays in the top of the page each time the application is saved. If the client chooses to leave and complete the application at a later date, they will be able to continue the application at the last saved page.</p>
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The Core Application

Introduction

In the **Introduction** section the client records information such as language preferences, contact information, address, and if the client's food assistance request is expedited.



The screenshot shows the 'MI Bridges' application interface. The top navigation bar includes 'Home', 'Apply For Benefits', 'To Do List', 'Benefits', 'Resources', and 'Settings'. A 'Logout' button is in the top right. The main header reads 'Apply for Benefits' with a sub-header: 'Your application will automatically save. You may leave at any point and continue where you left off.' On the left, a sidebar lists application sections: 'Add/Remove Program', 'Introduction' (selected), 'Household Members', 'Household Details', 'Assets', 'Income', 'Expenses', 'Program Details', and 'Final Details & Submit'. The main content area is titled 'Let's get started.' and contains the following questions and options:

- To ensure you can read and understand your benefits information and correspondence, indicate the following:
- What language do you prefer to speak?
☐ English ☐ Español ☐ العربية ☐ Other
- In which language do you prefer to write?
☐ English ☐ Español ☐ العربية ☐ Other
- Do you need to be contacted at a hearing assistance number? 
☐ Yes ☐ No
- What communication assistance do you need? You can always bring your own support.
☐ An interpreter
☐ Sign language
☐ Assistive listening device
☐ Other
☐ I don't need assistance.

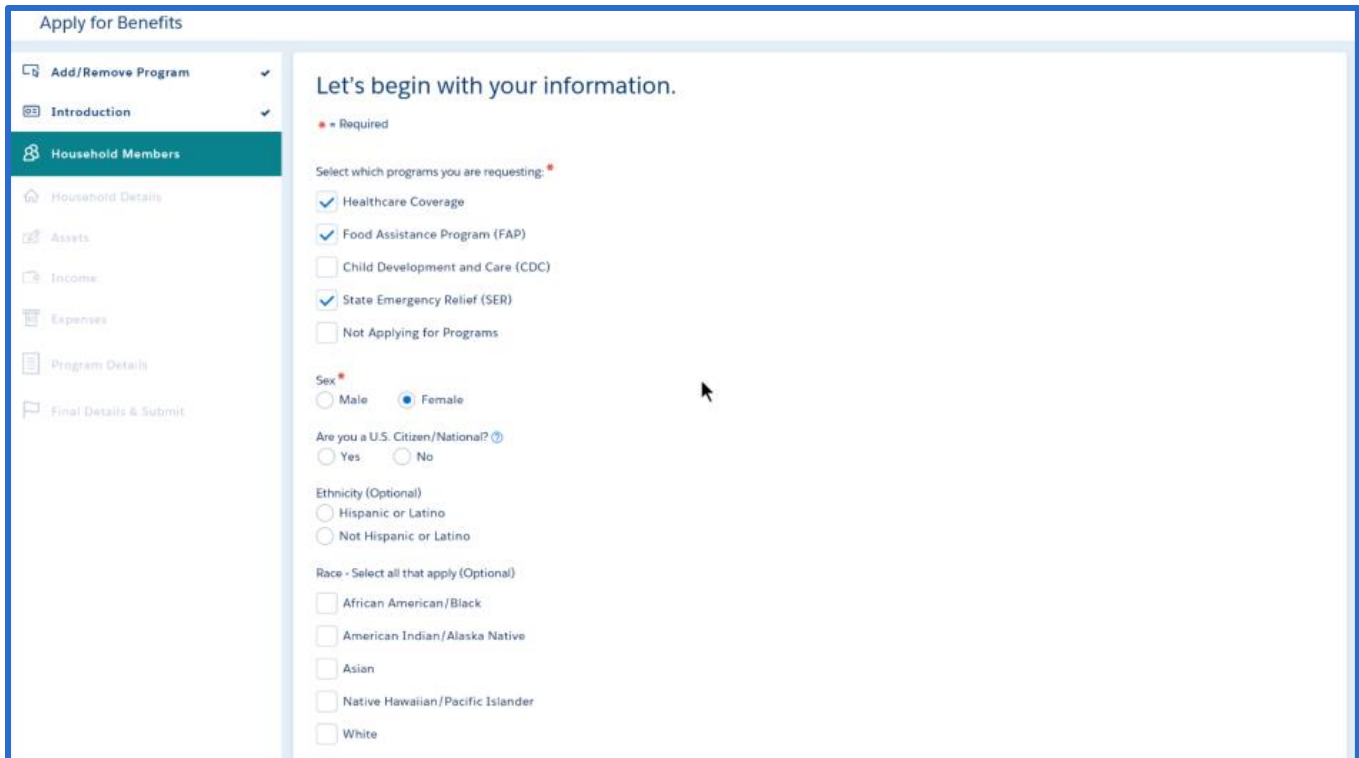
At the bottom of the form are two buttons: '< Back' and 'Continue'.

- Complete the *Introduction* section of the application, and click **[Continue]**. The **Household** transition page displays.
 - Fields with a red asterisk (*) are required fields.
 - In MI Bridges some application fields are dynamic. For example, both the *Cell Phone* and *Home Phone* fields begin with a red asterisk (*), however only one is required. Once one field is completed, the red asterisk next to the other field disappears.
 - In MI Bridges, answering **Yes** or **No** to some questions may prompt additional fields to display. For example, answering **No** to *Are you homeless and don't have a permanent place to stay?* Prompts fields to display so the client can record an address.

Household

In the **Household** section the client records information such as details about the individuals in the household, for example:

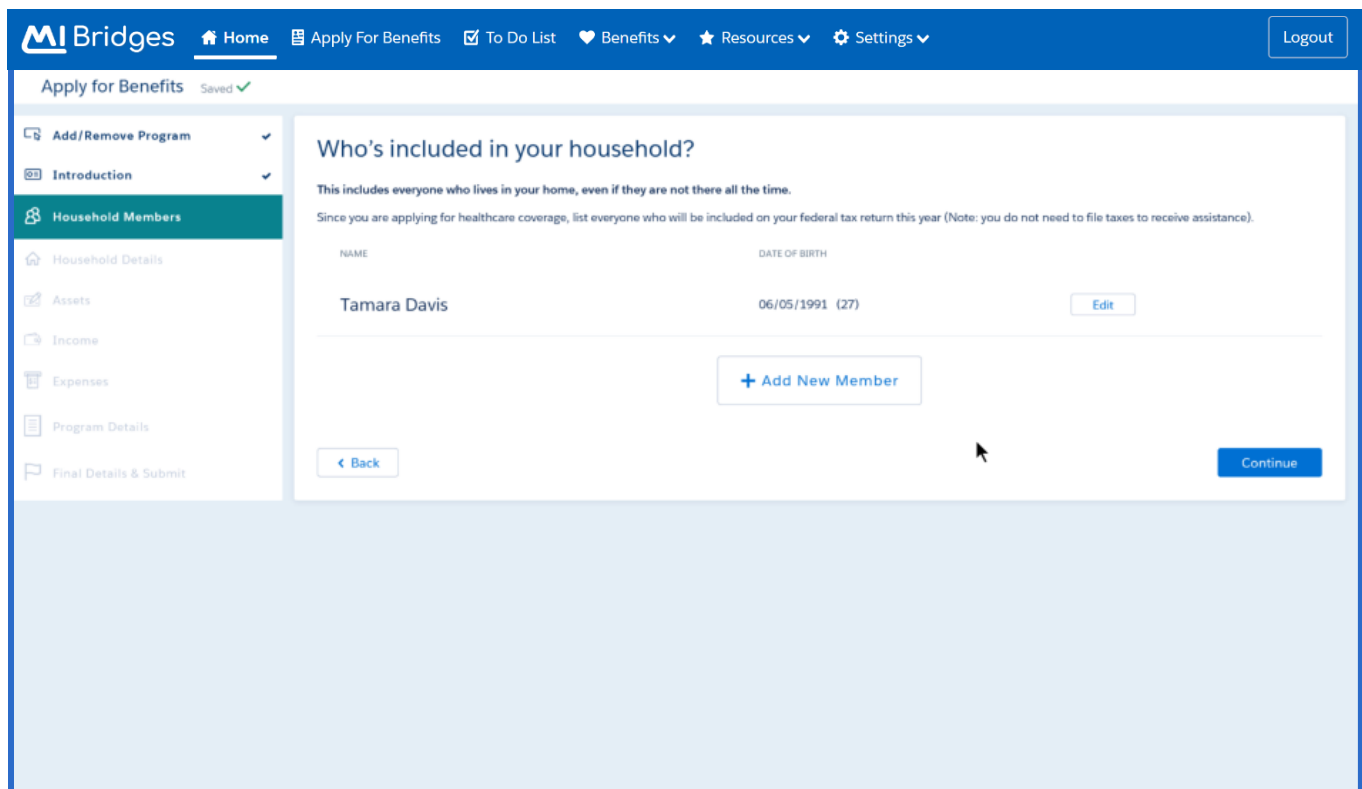
- The programs for which each person is applying
- American Indian background
- Information about household members filing a Federal Tax Return
- Living Arrangements
- Disability information
- College or vocational school enrollment
- Absent parent(s) for any children in the household
- Special circumstances such as seasonal farmworker, refugee status, etc.



The screenshot shows the 'Apply for Benefits' application interface. On the left is a sidebar with navigation links: 'Add/Remove Program', 'Introduction', 'Household Members' (highlighted), 'Household Details', 'Assets', 'Income', 'Expenses', 'Program Details', and 'Final Details & Submit'. The main content area is titled 'Let's begin with your information.' and contains several sections of questions. A red asterisk indicates required fields. The first section, 'Select which programs you are requesting:', has checkboxes for 'Healthcare Coverage' (checked), 'Food Assistance Program (FAP)' (checked), 'Child Development and Care (CDC)' (unchecked), 'State Emergency Relief (SER)' (checked), and 'Not Applying for Programs' (unchecked). The 'Sex' section has radio buttons for 'Male' and 'Female' (selected). The 'Are you a U.S. Citizen/National?' section has radio buttons for 'Yes' and 'No'. The 'Ethnicity (Optional)' section has radio buttons for 'Hispanic or Latino' and 'Not Hispanic or Latino'. The 'Race - Select all that apply (Optional)' section has checkboxes for 'African American/Black', 'American Indian/Alaska Native', 'Asian', 'Native Hawaiian/Pacific Islander', and 'White'.

4. Begin the *Household* section of the application by recording information about the Head of Household. This is the first person recorded on the application. Click **[Continue]**. The **Who's included in your household?** page displays.
 - Select the program(s) for which the person is applying by clicking on the program.
 - Record information such as sex, race, ethnicity, and marital status.

Assist a Client with Applying for Benefits



MI Bridges

Home Apply For Benefits To Do List Benefits Resources Settings Logout

Apply for Benefits Saved ✓

Add/Remove Program ✓

Introduction ✓

Household Members

Household Details

Assets

Income

Expenses

Program Details

Final Details & Submit

Who's included in your household?

This includes everyone who lives in your home, even if they are not there all the time.
Since you are applying for healthcare coverage, list everyone who will be included on your federal tax return this year (Note: you do not need to file taxes to receive assistance).

NAME	DATE OF BIRTH	
Tamara Davis	06/05/1991 (27)	Edit

+ Add New Member

Back Continue

- After recording the Head of Household, the client can continue to add members of the household by selecting [+ Add New Member] on the **Who's included in your household?** page. Click **[Continue]** after adding the members of the household.
 - The age of the individual displays next to their name.
 - The individuals recorded in the Household section display later in the application when recording information such as assets, income, expenses, etc.

Please answer the following questions about your household's situation.

Does anyone in your household have a disability or a physical/mental/emotional health condition? ⓘ	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Is anyone in your household currently enrolled in college/vocational school?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Is anyone temporarily absent from the home (work, military, hospital, etc.)? ⓘ	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Has anyone in your household served in the military or armed services? ⓘ	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Was anyone in foster care when they turned 18? ⓘ	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Is anyone living in a facility or special living arrangement (now or within the past 3 months)? ⓘ	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Is anyone in your household going to an alcohol or drug treatment program?	<input type="button" value="Yes"/>	<input type="button" value="No"/>

6. In the Household section, the client completes their first set of Questions pages. It is important to carefully review these pages, as this is how the client indicates their household circumstances. Clients will only view Details pages for the questions to which they answer Yes.



Tip: Some fields in MI Bridges are dynamic, including possible answer choices. For example, if a client selects **Yes** for *Is anyone in your household pregnant now or were they in the last 3 months?*, only female members of the household will display on the **Pregnancy Details** page.

7. Complete the *Household* section of the application, and click **[Continue]**. The **Assets** transition page displays.

Assets

In the **Assets** section the client records information on any assets in the household.

- Note: If an application is for only Healthcare Coverage, the Assets section does not display.

Assist a Client with Applying for Benefits

Does anyone in your household own the following?



Money & Accounts

Does anyone in your household have money or accounts?

Includes savings accounts, checking accounts, payroll/benefits card, 401k, retirement plan, life insurance, stocks, etc. Please include jointly owned assets and/or accounts.

Yes

No



Vehicles

Does anyone in your household have vehicles?

Includes cars, trucks, boats, etc. Only list vehicles that are registered in household members' name.

Yes

No



Property

Does anyone in your household have property?

Includes houses, buildings, rental property, burial plots, etc.

Yes

No



Sales & Transfers

Has anyone in your household sold, transferred, or given away assets in the last 90 days?

Includes any assets such as stocks, vehicles, property, etc., that have been sold or transferred.

Yes

No

[< Back](#)

[Continue](#)

8. Select **Yes** or **No** on the Assets Questions page to indicate if any household members own assets. If a client selects Yes for a question, a details page displays so the client can record information on the asset.

Apply for Benefits

- Add/Remove Program ✓
- Introduction ✓
- Household Members ✓
- Household Details ✓
- Assets**
- Income
- Expenses
- Program Details
- Final Details & Submit

Money & Accounts

Add any money and accounts that your household owns.

Account Holder
Tamara Davis (27)

Account Type
Checking Account

☐ This is a joint account.

Name of Bank/Institution
Capital Bank

Amount (Dollars)
\$ 400.00

[< Back](#)

[+ Add Another](#)

[Continue](#)

Assist a Client with Applying for Benefits

9. On Details pages, clients can record as much information as possible. Click **[+ Add Another]** to add another asset in that category.
10. Complete the **Assets** section of the application, and click **[Continue]**. The **Income** transition page displays.






Income

In the **Income** section the client records information on any income in the household, including employment, self-employment, or other types of income received by the household such as pension/retirement, child support, etc.



Tip: Some Income questions in MI Bridges are dynamic. For example, if applications that include Healthcare Coverage ask if any household members income changes from month to month.

What are some sources of income for your household?

	Employment Is anyone in your household employed now or in the last 30 days? <small>This includes temporary and contract jobs.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Self-Employment Is anyone in your household self-employed? <small>This includes odd jobs.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Additional Income Does anyone in your household have additional income? <small>Includes unemployment, disability (SSI), alimony, workers' compensation, child support, social security (RSDI), pension/retirement, veterans benefits/military allotments, foster care/adoption subsidy, refugee resettlement/match grant, tribal income/benefits, short/long term disability, etc.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Change in Income Has anyone in your household had a change in employment in the last 30 days? <small>Includes being laid off or fired, quitting, going on strike, voluntarily reducing hours, etc.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Monthly Income Change Does anyone's income change from month to month?	<input type="button" value="Yes"/>	<input type="button" value="No"/>

[< Back](#)[Continue](#)

11. Complete the **Income** section of the application, and click **[Continue]**. The **Expenses** transition page displays.



Tip: In each sub-section of the page, there is helpful text to provide examples of the types of income for each category.








Assist a Client with Applying for Benefits

Expenses

In the **Expenses** section the client records information on any expenses paid by the household, including housing related expenses, dependent care, medical expenses, court-ordered expenses, etc.

- Note: If an application is for only Child Development & Care, the Expenses section does not display.

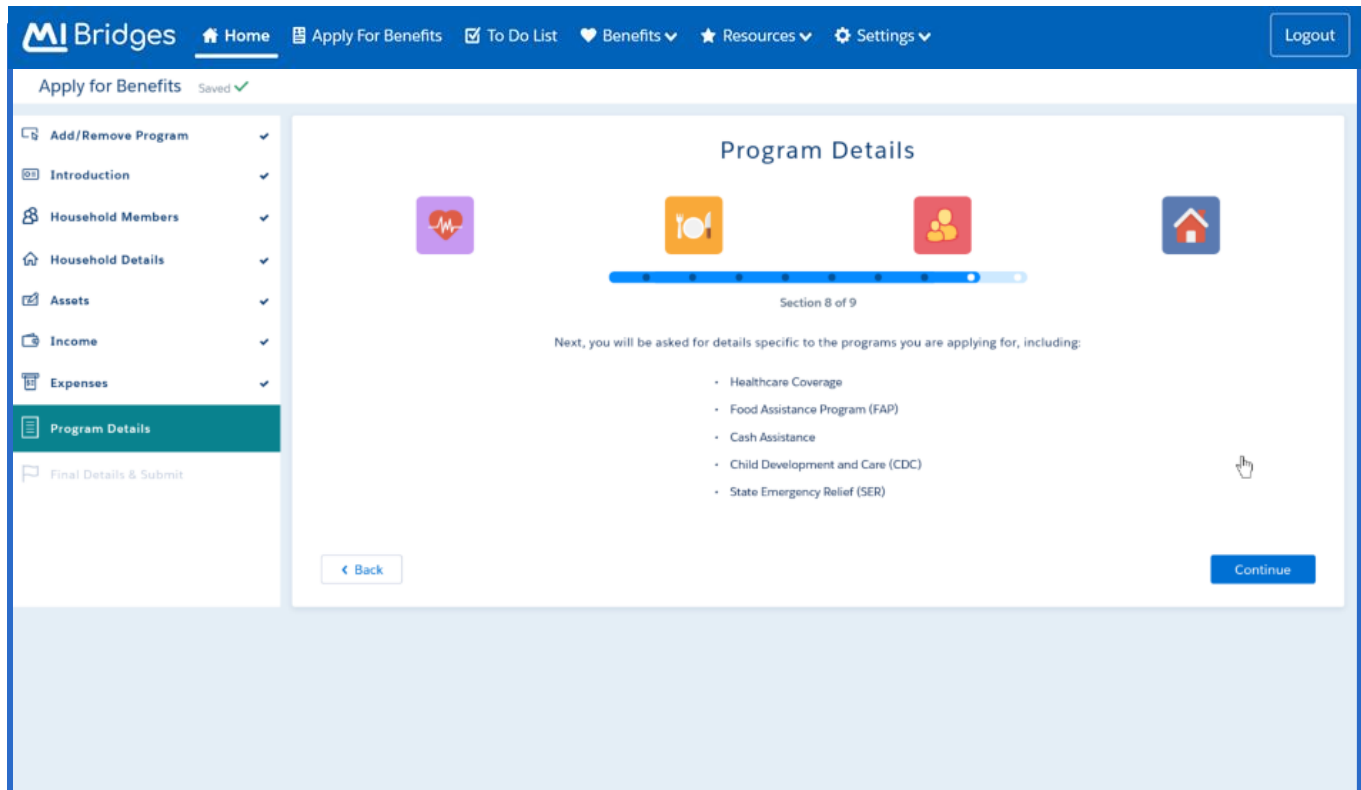
Does your household have any of these expenses?

	Housing Does anyone in your household pay for housing expenses? <small>This includes rent, mortgage, property tax, etc.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Utilities Does anyone in your household pay for utilities (not included in rent)? <small>Includes heating, air conditioning, electricity, water/sewer, trash, phone, etc.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Dependent Care Does anyone in your household pay for dependent care expenses? <small>This includes childcare, elderly care, adult disabled care, etc.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Medical Does anyone in your household pay for medical expenses? <small>Includes health insurance, prescriptions, hospital bills, dental bills, in-home care etc.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Court Ordered Does anyone in your household pay for court ordered expenses? <small>This includes child support or alimony paid out.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Tax Deductible Does anyone in your household pay for student loan interest or other tax deductible expenses? <small>Includes some deductions that can be reported on federal income tax returns such as contributions to individual retirement arrangements (IRAs), contributions to health savings accounts, certain tuition and fees, etc.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Air Conditioning If utilities are included in your rent, does anyone in your household pay an extra fee for air conditioning?	<input type="button" value="Yes"/>	<input type="button" value="No"/>

- Complete the *Expenses* section of the application, and click **[Continue]**. The **Program Details** transition page displays.

The Supplemental Application: Program Details

In the **Program Details** section the client answers information that is specific to the programs for which the client is applying. Similar to the paper 1171 Assistance Application, the length of the **Program Details** section varies based on the programs for which the client is applying.



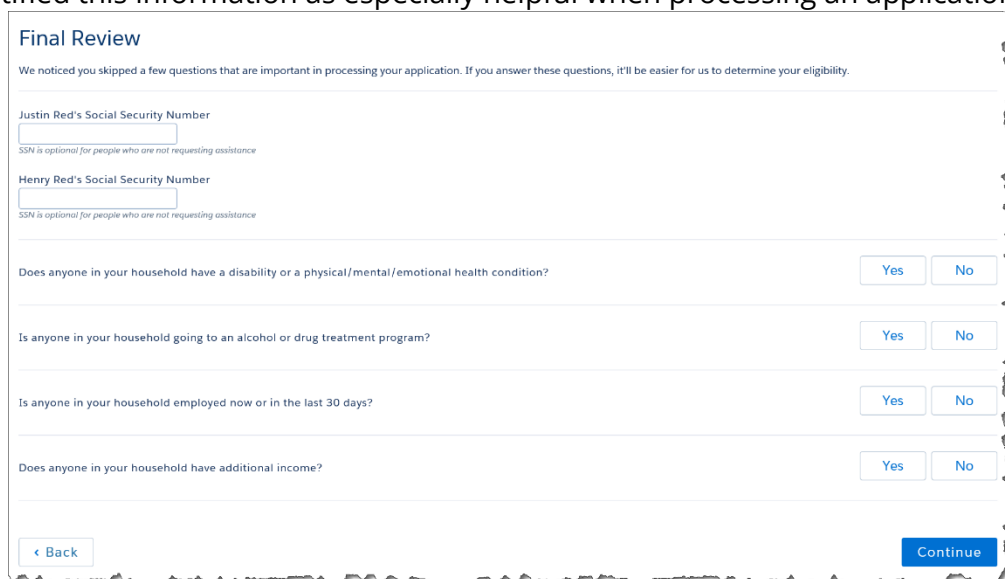
The screenshot shows the 'MI Bridges' application interface. The top navigation bar includes 'Home', 'Apply For Benefits', 'To Do List', 'Benefits', 'Resources', 'Settings', and a 'Logout' button. The left sidebar lists application sections: 'Add/Remove Program', 'Introduction', 'Household Members', 'Household Details', 'Assets', 'Income', 'Expenses', 'Program Details' (highlighted), and 'Final Details & Submit'. The main content area is titled 'Program Details' and shows a progress bar with 9 steps, where the 8th step is active. Below the progress bar, it states 'Section 8 of 9' and 'Next, you will be asked for details specific to the programs you are applying for, including:'. A list of programs is displayed: Healthcare Coverage, Food Assistance Program (FAP), Cash Assistance, Child Development and Care (CDC), and State Emergency Relief (SER). At the bottom of the main area are 'Back' and 'Continue' buttons.

13. Complete the *Program Details* section of the application, and click **[Continue]**. The **Final Details** transition page displays.

Final Details & Submit

In the **Final Details** section the client answers information that is asked to all applications, such as information about previous benefits, voter registration, or if the client would like to name an authorized representative. This section also includes a page for clients to record any text they would like to share with MDHHS.

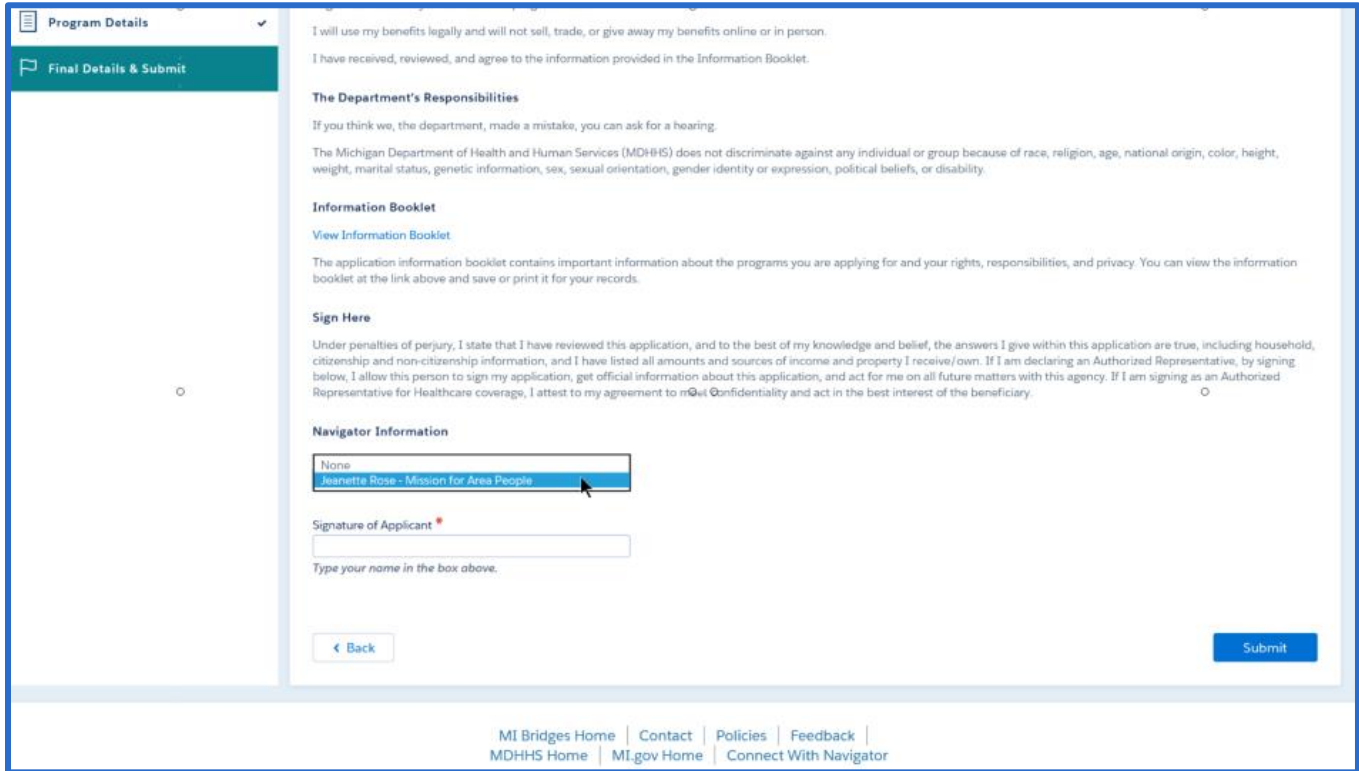
14. In this section the **Final Review** page may display. This page displays fields that the client did not answer. Completion of these fields is optional, but MDHHS caseworkers have identified this information as especially helpful when processing an application.



The screenshot shows the 'Final Review' page of an application. At the top, it says 'Final Review' and 'We noticed you skipped a few questions that are important in processing your application. If you answer these questions, it'll be easier for us to determine your eligibility.' Below this, there are two sections for Social Security Numbers: 'Justin Red's Social Security Number' and 'Henry Red's Social Security Number'. Each has a text input field and a note below it: 'SSN is optional for people who are not requesting assistance'. Then, there are four questions with 'Yes' and 'No' buttons: 'Does anyone in your household have a disability or a physical/mental/emotional health condition?', 'Is anyone in your household going to an alcohol or drug treatment program?', 'Is anyone in your household employed now or in the last 30 days?', and 'Does anyone in your household have additional income?'. At the bottom left is a 'Back' button and at the bottom right is a 'Continue' button.

15. Complete the *Final Details* section of the application until reaching the **Your Signature** page.

Assist a Client with Applying for Benefits



The screenshot shows the 'Your Signature' page of the MI Bridges application. On the left is a sidebar with 'Program Details' and 'Final Details & Submit'. The main content area includes a declaration of legal use of benefits, a statement of agreement with the information booklet, and a section titled 'The Department's Responsibilities' explaining the right to a hearing. Below this is the 'Information Booklet' section with a link to 'View Information Booklet'. The 'Sign Here' section contains a legal attestation. The 'Navigator Information' section features a dropdown menu with 'None' and 'Jeanette Rose - Mission for Area People' (the latter is highlighted). Below the dropdown is a 'Signature of Applicant' field with a red asterisk and a prompt to 'Type your name in the box above.' At the bottom are 'Back' and 'Submit' buttons. A footer contains links for MI Bridges Home, MDHHS Home, MI.gov Home, Contact, Policies, Feedback, and Connect With Navigator.

16. The **Your Signature** page is the final page the client must sign to submit the application. On this page the client records if a navigator helped them complete the application. If a client is connected to a navigator(s) they will see their list of navigators in the drop-down menu.
17. Electronically sign the application and click **[Submit]**. The **Application Submitted** page displays.

Application Submitted

The **Application Submitted** page shows a summary of the benefits application and suggests next steps for the client. Clients have the ability for to see a live status of the healthcare coverage application. Clients also have the ability to send a referral to a MEAP and/or WIC programs in MI Bridges. Based on the information in the client's application, MI Bridges can recommend that the client send a referral to a MEAP and WIC program. To send a referral all a client has to do is click **[Send]**. MI Bridges also recognizes that the client can upload documents to provide verification for his/her case and has a **[Upload Documents]** button that will allow the client to upload verifications.

Assist a Client with Applying for Benefits

MI Bridges [Home](#) [Apply For Benefits](#) [To Do List](#) [Benefits](#) [Resources](#) [Settings](#) [Logout](#)

Apply for Benefits

Application Submitted

Tracking Number: T00123456789

● Application Submitted

You can [view your submitted application here](#) or access it later. If you need more information on the application, [view the info booklet](#).

Pending = MDHHS will contact you for more information

INDIVIDUAL	TYPE OF COVERAGE	STATUS
Tamara	Healthcare Coverage	Pending

○ ○

○ Send Referrals

Energy Self-Sufficiency

Based on your application for SER heat assistance, you may be able to receive additional energy assistance. Click 'Send' to find an organization that can help you.

Send

WIC (Women, Infants, and Children)

Good news! Based on your application for healthcare coverage, we think you might be eligible for WIC (Women, Infants, and Children). Pregnant and recently pregnant women, as well as families with children under the age of 5 years old can apply for WIC to receive additional food benefits.

Referral Sent ✓

● Go to Upload Documents

Based on your application answers, you should upload some documents. You will be notified if your application requires additional verification.

Upload Documents

18. Congratulations, the Apply for Benefits process is complete.



Frequently Asked Questions

Q. What are the benefit programs included with the Online Application?

A. The five benefits programs clients can use MI Bridges to apply for include:

- Healthcare Coverage
- Food Assistance Program (FAP)
- Cash Assistance (Family Independence Program (FIP) (This includes: Refugee Cash Assistance (RCA) and Temporary Assistance for Needy Families (TANF)
- Child Development and care (CDC)
- State Emergency Relief (SER)

Q. How many benefit programs can the client apply for?

A. Clients can Apply for Benefits for as many or as few benefit programs as needed.

Q. Will the new 1171 Assistance Applications be printed in black & white or color in the MDHHS offices?

A. The color differences are one of the features that help make the application easy to read. Applications available in MDHHS offices and on the MDHHS website will be in color.

Q. Can the client save an in progress application and finish it later?

A. Yes, the application is saved each time the client clicks a **[Continue]** button. If the client logs out before submitting the application, after logging in again they will be prompted to submit or complete the in progress application. A client can only have one application with 'in progress' status at a time.